

ACTUALIZING LEADERSHIP

Team/Staff

☐ Quarterly training for teams at team meeting (external or internal as determined by team)

COMMENTS:

- Who determines what the quarterly trainings will be? Again, consistency across the state should be addressed.
- Online training would be welcome. Opportunities to earn CEUs. Our team was receptive to regular training, particularly in a lunch 'n learn format through the new teleconferencing system. Topics suggested were: Effective Time Management, Effective Case Management, Conflict Resolution, De-Escalation Techniques, VR Process Review, Various Disabilities, and include affects VR process (ex. drug addiction), Child Welfare and State Wards, Juvenile Justice, Post-Secondary Planning, and Rural Careers that Don't Require Post-Secondary Training.
- VR needs to provide ongoing training for Leadership within VR
- suggestions for training topics such a: conflict resolution, Juvenile justice, background checks(what shows up, how long does it stay on someones record etc...), Effective time management, post secondary planning and effective case management.
- Make it something meaningful please.
- Staff suggested only attending training that is applicable to their position.

☐ Theme of the Month — VRIS process and case review

COMMENTS:

- would like regular of review of VR processes using chapters on VRIS.
- would really appreciate VRIS/Quest processes. Not case reviews in addition to the ones we already have. It is good to do case reviews as it helps generate ideas for difficult cases.

☐ Ethics training for all staff (every 2 years)

COMMENTS:

- others thought every year would be more appropriate
- Ethics training every 2 years is not going to change those employees who flagrantly violate this principle and have no consequences.
- if a staff has already gathered ethics CEU from other sources (within the two year period), will VR allow those hours to count toward the VR Ethics requirement?

☐ Develop a staff recognition program (within a year)

COMMENTS:

- More details and criteria will be needed
- Staff Recognition should be preceded by Team Celebrations. I think we need to learn how to enjoy each other's contributions as a Team, and then evolve this into individual Staff recognition.

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- Staff felt up in the air with this one. People had questions about how this could be accomplished and how formal would it be. What would the criteria be for being selected? Or would it be more like every team meeting people could take time to recognize someone verbally in front of his or her peers.
- This group strongly feels staff recognition should be team honors in some form rather than individual credit
- Some caution with an employee recognition program as many fear or create bad feelings. One suggestion was to have a goal or standard and all who meet it are recognized
- Our jobs are stressful, it's felt that some sort of recognition for what we do would be appreciated but staff don't expect a pat on the back all of the time; nor should the recognition be based strictly on numbers
- In the area of leadership one staff member did not feel that staff recognition is necessary
- They did not like the idea of a certificate or anything else along those lines. Some things they liked were: wearing jeans on Fridays, getting a hour or two off early one day, a gift certificate etc
- downside to this is that someone who doesn't get recognized feels bad.
- Would this include a raise?
- At least one staff expressed disagreement with the idea of a recognition program.

Consumers/Businesses/Partners

- ☐ **Each team will provide one success story per year to incorporate into each office's marketing efforts (including orientation).**

COMMENTS:

- Would like to change the wording on the success story item to read: Each team will provide a minimum of one success story per year

- ☐ **Each team will develop a plan to be more visible in the community and report on progress at team tour meetings.**

COMMENTS:

- Everyone needs to understand how others perceive our agency and if we are using our time/resources wisely
- One of the concerns I have seen is all three teams doing their own thing to gain greater exposure to the community and the independent efforts seemed to hinder the overall goal. Perhaps this could be changed to "Each team or combined office will develop a plan to be more visible in the community and report on progress at team tour meetings.
- Focus on consumer marketing meaning solid referral sources vs employer marketing. Employers have enough incentives already.

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OVERALL COMMENTS:

- REAL problem especially when there is no improvement
- what will YOU do personally and share it with others
- Didn't hear back from Lincoln (Jan and Becky), and Kearney (Lupe).